

Join our team as an

Delivery Driver



**Rotherham
Hospice**
Living Life's Wishes

Registered Charity No. 700356

About Us

Rotherham Hospice is a charity dedicated to the people of Rotherham, offering specialist palliative and end of life care to our community since 1996.

We provide comprehensive, compassionate care through two primary patient services:

- 24-hour, 14-bed Inpatient Service
- 24-hour Hospice at Home Service

Additionally, we offer wider support to patients and their families through:

- Complementary therapies & hairdressing
- Counselling and Bereavement Support for adults, children and teenagers
- Day services with individual and group sessions
- Family memory events
- Occupation therapy and physiotherapy
- Social work
- Spiritual care
- Tailored experiences for patients and loved ones



Our Purpose

Easing the physical and emotional pain of death and dying for everyone in our community.

Our Vision

Everyone in our community can easily and confidently access palliative and end of life care tailored to their individual needs and wishes, wherever and however they choose.

Our Goal

To grow a stronger, more financially resilient, responsive and exceptional hospice, providing and promoting holistic, personalised and innovative palliative and end of life care for all.

Our Proposition

To ensure a dignified death for all – one that is reflective of one's own life.

Our Essence

Adding more life to every day.

About the Role

Rotherham Hospice is seeking a reliable and customer-focused Delivery Driver to join our Retail Team.

The Delivery Driver plays a vital role in supporting our retail stores by collecting donated items from the community and delivering purchased goods to customers.

Additionally, the Delivery Driver may be responsible for transporting items between our retail stores and the Retail Hub for processing.

The successful candidate will demonstrate excellent customer service skills and a commitment to upholding the hospice's values while representing the organisation in the community.



Job Title	Delivery Driver
Responsible to	Retail Hub Manager
Line Management	N/A
Salary	£25,466.66
Hours of Work	Full time, 40 hours per week, Monday to Sunday
Contract type	Permanent
Location	Rotherham Hospice Superstore
Probation period	3 months

Benefits

- **Holidays.**

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.

- **A supportive & comfortable working environment.**

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.

- **Hassle-free parking at no cost.**

No one is more than a couple of minutes' walk from the Hospice.

- **Great meals & drinks.**

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 25% off without even leaving the building. You can also utilise this discount on your days off as it is available across all our Café and retail sites, just bring along your Staff ID.

- **Reassurance.**

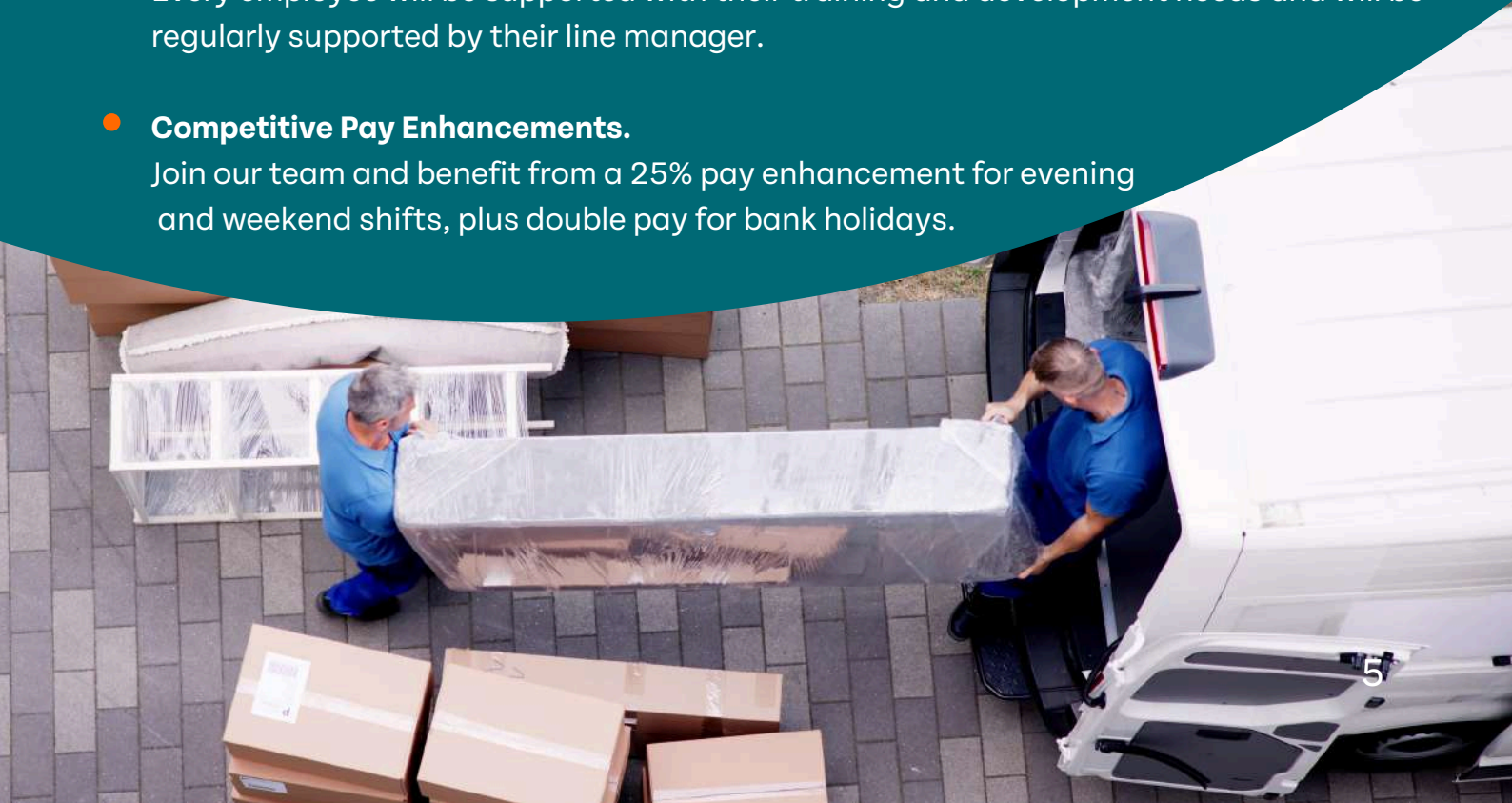
Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 4x your annual salary should you die whilst working in our service.

- **Training & development.**

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.

- **Competitive Pay Enhancements.**

Join our team and benefit from a 25% pay enhancement for evening and weekend shifts, plus double pay for bank holidays.



Key Responsibilities

Collection and Delivery:

- Collect donated items from various locations within the community, including private residences, businesses, and donation drop-off points.
- Safely load and transport donated items to the Retail Hub for processing, ensuring the integrity and quality of the items during transit.
- Deliver purchased goods from retail stores to customers' homes or designated delivery locations, providing prompt and courteous service.

Inter-Store Transport:

- Transport donated items, merchandise, and supplies between our retail stores as needed to support inventory management and store operations.
- Ensure accurate and timely delivery of items between stores, following established routes and schedules to optimise efficiency.

Vehicle Maintenance and Safety:

- Conduct pre-trip vehicle inspections to ensure the safe and efficient operation of delivery vehicles, reporting any maintenance issues or concerns to the Head of Facilities.
- Adhere to all traffic laws, regulations, and safety protocols while driving and operating delivery vehicles, prioritising the safety of oneself and others

Customer Service:

- Provide friendly, professional, and responsive customer service during all interactions with donors, customers, and colleagues, representing Rotherham Hospice positively in the community.
- Assist customers with loading and unloading purchased items, offering assistance and support as needed to ensure a positive shopping experience.

Documentation and Reporting:

- Maintain accurate records of deliveries, including item descriptions, quantities, and delivery locations, using designated paperwork or electronic systems as required.
- Report any delivery discrepancies, customer feedback, or incidents to management promptly, contributing to continuous improvement efforts.

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Experience & Qualifications		
Previous experience in a delivery driver or similar role.	Y	
Previous experience in a similar role for a charity / hospice.		Y
Warehousing / logistical experience.		Y
Familiarity with local roads and routes.		Y
Skills & Abilities		
Excellent communication and interpersonal skills, with the ability to follow directions and work effectively as part of a team.	Y	
Strong customer service skills, with the ability to interact professionally and courteously with donors, customers, and colleagues.	Y	
Skilled in Health & Safety and manual handling requirements.		Y
Personal Qualities		
Ability to lift, carry, and move heavy items safely.	Y	
Passionate about the mission and values of Rotherham Hospice, with a commitment to making a difference in the lives of patients and their families.	Y	
Respectful and inclusive, with a commitment to diversity, equity, and inclusion.	Y	
Professional and reliable, with a high level of integrity and accountability in all interactions.	Y	

Personal Specification (continued)

Criteria	Essential	Desired
Personal Qualities (cont.)		
Flexible and adaptable, with the ability to respond to changing needs and priorities in a dynamic environment.	Y	
Approachable, confident, compassionate.	Y	
A full UK driving license.	Y	
Fluency in community languages such as Urdu, Punjabi, Polish, Slovak, Romanian, and Arabic is highly desirable. It enables compassionate, effective communication with patients and families from diverse backgrounds, helping to build trust and deliver culturally sensitive care. This directly supports our Living Life's Wishes Strategy and our commitment to inclusive, high-quality care at Rotherham Hospice		Y

How to Apply

Please apply by submitting a CV and supporting statement, highlighting your suitability for the position and why you are interested, by email to: humanresources@rotherhamhospice.org.uk

All applications will be treated in the strictest confidence.

At Rotherham Hospice, we are committed to equality, diversity and inclusion in our workforce. Our aim is for our workforce to be truly representative of our community and for each employee to feel respected and able to give their best. We warmly welcome applications from all sectors of the community. Our recruitment policies, procedures and practices enable all applicants to be considered on merit and ability to do the job. We will make reasonable adjustments, in line with the Equality Act, for disabled applicants if these are needed.

Closing date: 10th April 2026

